



LANRE O'DAVID



IT Support Specialist

Dedicated IT Support Specialist with about 2 years' worth of hands-on experience in Telecommunications and event-management Industry. Troubleshooting and resolution skills are quick and precise. Detail oriented and well organized. Strong ability to learn and adapt to new softwares. Direct and remote customer service. Technical, well spoken, quick learner, team player, assertive and a self-starter

EDUCATION

- **OAKWOOD UNIVERSITY**
Bachelors in Computer Network & Management Systems. GPA: 3.74 / 4.0
- **NATIONAL INSTITUTE OF INFORMATION TECHNOLOGY**
Certificate in Front Web Development
- **COMPTIA**
CompTIA A+ Core 1 (220-1101)

CONTACT

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ACHIEVEMENTS

- **2019 – 2022**
*Deans honor list
Academic award for top students within CS department*
- **2022 – 2023**
Launched a start-up Tech business focused on providing cloud solutions to start-up businesses and professionals

PROFESSIONAL EXPERIENCE

● **BILBY CLOUD SOLUTIONS LLC**

CEO/IT ADMINISTRATOR

2023 – Present

Key responsibilities:

- Returned a 15% monthly profit since inception.
- Analyze recent financial performance and identify trends.
- Prepare reports on net income and communicate the insights of these reports to potential investors.
- Maintained day-day client relationship using ChatGPT for automated communication with clients.
- Initiated initiatives that created income opportunities using Amazon web servers.

AGILE TICKETING SOLUTIONS LLC

● **CLIENT SUCCESS REPRESENTATIVE**

2023

Key responsibilities:

- Advised/educated new staffs and clients within the procedural guidelines to ensure solution to their technical and service questions.

IWEBVISIT TECHNOLOGY LLC

● **JUNIOR NETWORK ADMIN**

2021 – 2022

Key responsibilities:

- First line of IT support solved common problems such as account set-up recovery & verification, preventing service cancellation on 98% of calls and fulfilling service requests
- Managed administrative tasks, server functions, including back-ups, upgrades, recovery, and workstation installations within the office.

TOP SKILLS

● **Hard Skills**

- IT Project Management
- Data interpretation & Acquisition
- Technical Support
- Direct & Digital sales
- Ticketing systems
- Content Management software

SOCIETIES

- Institute of electrical & electronic engineers.
- Tau Beta Pi C. Science
- The Color-stack Family
- National Institute of Info. Tech